

# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Lagos	2. AGENCY Department of State	3a. POSITION NO. A31205
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☒ No

4. REASON FOR SUBMISSION

- ☒ a. Redescription of duties: This position replaces  
 Position No. A31205 , Correspondence Team Leader (Title) 1415-8 (Series FSN-8 (Grade))
- ☐ b. New Position
- ☐ c. Other (explain)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	<b>Correspondence Team Lead</b>	FSN-8		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION U.S. Consulate Lagos	a. First Subdivision Consular Section
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b. Second Subdivision Correspondence Unit	c. Third Subdivision
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<p>9. This is a complete and accurate description of the duties and responsibilities of my position.</p> <p>_____ Printed name of Employee</p> <p>_____ Signature of Employee</p> <p style="text-align: right;">_____ Date(mm-dd-yyyy)</p>	<p>10. This is a complete and accurate description of the duties and responsibilities of this position.</p> <p>_____ Printed name of Supervisor</p> <p>_____ Signature of Supervisor</p> <p style="text-align: right;"><u>6-30-2016</u> Date(mm-dd-yyyy)</p>
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<p>11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.</p> <p>_____ Printed name of Section Chief or Agency Head</p> <p>_____ Signature of Section Chief or Agency Head</p> <p style="text-align: right;"><u>6-30-2016</u> Date(mm-dd-yyyy)</p>	<p>12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.</p> <p>_____ Printed name of Admin or Human Resources Officer</p> <p>_____ Signature of Admin or Human Resources Officer</p> <p style="text-align: right;">_____ Date(mm-dd-yyyy)</p>
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13. BASIC FUNCTION OF POSITION

14. MAJOR DUTIES AND RESPONSIBILITIES	% OF TIME
<p>a. Supervises and assigns workload of three LE staff.</p> <ul style="list-style-type: none"> <li>- Allocates all incoming email and postal mail regarding NIVs, IVs and ACS to the incumbent and Correspondence Unit assistants.</li> <li>- Guides Correspondence Unit assistants in answering inquiries and counsels them on where to find additional</li> </ul>	

information, whether from written or online guidance or from other Consular Section staff members.

- Ensures that all Correspondence Unit assistants gain experience responding to the widest possible variety of inquiries and that they become knowledgeable about all facets of the Consular Section's operations.
- In cooperation with the Deputy Consular Chief, ensures that all correspondence is answered accurately and quickly, and with minimal grammatical and substantive mistakes. 25%
- b. Other administrative tasks:
  - Manages the LagosIV, LagosNIV, LagosStudentVisas, LagosCongressional and LagosACS email boxes. In addition to allocating all emails for response, ensures that inquiries are answered within three business days, absent extenuating circumstances. Ensures that the auto responses containing Frequently Asked Questions (FAQs) are up to date.
  - Archives old emails.
  - Logs incoming mail.
  - Tracks the number of inquiries responded to, broken down by unit and by the member of the Correspondence Unit who responded. 15%
- c. Transfers incoming emails answered by the FAQ auto responses into the appropriate sub-folder. Uses judgment to determine which inquiries are fully answered by the auto response and which require an individualized response. Comes up with new questions/answers to add to the FAQ auto responses. 5%
- d. Responds to inquiries regarding nonimmigrant and immigrant visas and American Citizens Services that require an individualized response:
  - Without editing by a supervisor, quickly and accurately answers emails, phone calls and postal mail from the general public regarding IVs, NIVs and ACS. Makes limited grammatical and substantive errors when writing letters or emails to the general public.
  - Quickly eliminates backlogs of incoming correspondence and responses to all correspondence within three business days, absent extenuating circumstances.
  - Seeks out information from team leaders, line officers, and/or unit chiefs in order to answer inquiries accurately.
  - Exercises good judgment in referring cases or inquiries of a complex or sensitive nature to team leaders, unit chiefs and the Deputy Consular Chief.
  - Drafts responses to Congressional inquiries for approval by the Deputy Consular Chief with minimal grammatical and substantive errors. Ensures a copy of each outgoing letter is saved electronically.
  - For letters referred to the Consular Section by the Consul General, drafts responses for signature by the Deputy Consular Chief with minimal grammatical and substantive errors. 50%
- e. Assists with other functions in the Consular Section, as needed. 5%

## **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education:  
Completion of a four-year University Degree in the social sciences, accounting, humanities, language arts, or natural sciences is required.
- b. Prior Work Experience:  
Three to four years experience in consular or other work related to customer service, correspondence, and/or work applying regulatory material is required.
- c. Post Entry Training:  
Must be familiar with NIV, IV and ACS processing. Completion of NIV, IV and ACS consular correspondence courses, and the basic Supervisory Skills distance learning course, is required within the first year of the position. Ongoing relevant correspondence and consular training.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (I, II, III)  
Level IV (good working knowledge) of English required. One local language at level IV (Igbo, Hausa, Yoruba, etc.) required.
- e. Job Knowledge:  
Must have detailed knowledge of US immigration laws, regulations and procedures and services provided to American Citizens. Must have detailed knowledge of the Unit's Standard Operating Procedures and Departmental guidance relating to correspondence on complex visa and ACS issues. Must have a complete understanding of consular computer programs and



MS software packages.

**f. Skills and Abilities:**

Must be able to draft correspondence quickly and with minimal errors. Must be able to prioritize work according to the Unit's needs and to assist subordinates in prioritizing their own work. Must be able to respond independently to most inquiries from the general public while knowing when to consult with Consular officers regarding more complex responses.

**16. POSITION ELEMENTS**

**a. Supervision Received:**

Works under day-to-day supervision of the Deputy Consular Chief. Also works closely with Unit Chiefs for direction in responding to inquiries.

**b. Supervision Exercised:**

Supervises three LES Correspondence Unit assistants.

**c. Available Guidelines:**

Foreign Affairs Manual, Volume 9, Appendix E; INA; policy and guidance provided by unit chiefs and the Deputy Consular Chief; locally established procedures (SOPs); Department of Homeland Security laws and regulations.

**d. Exercise of Judgment:**

Must exercise tact and good judgment in dealing with the public and know when to refer a case to a unit chief or the Deputy Consular Chief. Must be familiar with Section 222(f) requirements of INA and the Privacy Act, and exercise appropriate judgment on the type and amount of information that may be shared with the public. Must be able to withstand external pressure from persistent visa applicants. Must maintain and advance the integrity of consular systems and procedures.

**e. Authority to Make Commitments:**

None.

**f. Nature, Level and Purpose of Contacts:**

Daily contact with the public, Congressional offices, other diplomatic missions, Mission management and the Department by telephone, email and postal mail to resolve simple and complex consular issues. The highest standards of professionalism required due to the nature of contacts and sensitivity of material handled.

**g. Time Expected to Reach Full Performance Level:**

Two years.